

Sawa—All Together, Today and Tomorrow

Annual Report 2011



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Vision

“We aim to be the lead organization working against the prevailing culture of violence and promoting a culture of peace and security, which serves human and community development in order to achieve a democratic society based on the principles of equality and social justice and on human rights.”

Mission

Sawa is a Palestinian nonprofit organization working against all types of violence against women and children. It aims at spreading a culture of non-violence and gender equality in Palestinian society through helping violence victims and advising community members in complete confidentiality. To best serve the community, Sawa networks with other interested parties, uses up-to-date technology and employs well-trained staff who can effectively render support and advice to violence victims.

Strategic Objectives

1. Contribute toward eliminating all types of violence against women and children, especially gender-based and domestic violence.
2. To provide an opportunity for victims of violence to access safe support and protection.
3. To raise community awareness and bring the issue of violence out from the household domain into the community sphere.
4. To promote the spirit and values of voluntarism and mobilize community resources and support in addressing the issue of violence against women and children.
5. To be social entrepreneurs, using new technologies to provide social services.

A Message from the General Director:



Dear Friends and supporters,

Another year has flown by, a year of rapid growth and great achievement, during which Sawa was able to touch the lives of thousands of people all over the Palestinian Territories. We are proud to say that during 2011, women, girls, boys and men in the West Bank, Jerusalem, and Gaza had the opportunity to learn and grow, to be supported and empowered, through our workshops, trainings, psycho-social counseling, and awareness activities.

We have persevered because of our unrelenting commitment to addressing taboos and breaking down prejudices in all sectors, to creating a society which rejects violence and respects the human rights of all women, children, and men. Among other achievements, 2011 saw the expansion of educational, awareness-raising, and psycho-social services to the most marginalized areas of Palestine through our new Mobile Clinic. We will tell you more about this innovative project further along in this report.

We have flourished because of Sawa's close attention to our two most essential resources-- technical and human. Technological upgrades made it easier for our dedicated counselors to answer, document, and follow up calls—resulting in more cases receiving our confidential support. And due to improved on-the-job training, Sawa Call Center volunteers began their work this year ready to address a range of challenges with greater confidence. Active listening, non-judgment, sensitivity, professionalism, and respect are key ingredients for helping callers to heal and restore balance. By listening together to veteran counselors and discussing how they support real people, new volunteers learn firsthand the behaviors and attitudes that help our callers feel secure, comfortable, and in control as they move toward a safer and healthier future.

This report gives a glimpse of 2011's many successes toward fulfilling our strategic goals, of the year's exciting developments, and of the promising possibilities for the years to come. We thank all of our new and old partners, our supporters, staff and volunteers, for making 2011 a bigger and better year. We couldn't have done it without you, we can only succeed together ("sawa").

Sincerely,

Ohaila Shomar
General Director



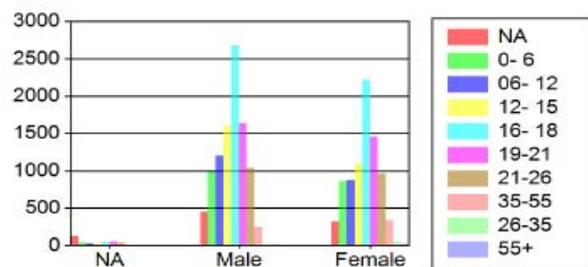
Women meet, talk, and share through Sawa awareness-raising workshops.

Call Center:

Sawa saw promising progress this year toward our objective to offer confidential and professional support to all victims of violence who require it, with a 22.5% rise in cases documented by the Call Centre. 18,485 total cases were documented, including 2833 adult women, 5062 girls, and 6464 boys, as well as cases of men calling for assistance for themselves or for their children, and a few callers whose details went undocumented. Sawa volunteers document the caller's age, gender, location, and the reason or reasons for the call. Many people contact Sawa for help with more than one issue (for example, a caller may suffer academic problems and depression as a result of experiencing sexual violence). This can be seen clearly in the third chart below, which shows the different call types.

SAWA DOCUMENTED CALLS BY AGE/GENDER

Age	NA	Male	Female	Total
NA	128	460	325	913
0- 6	45	989	865	1899
06- 12	27	1203	876	2106
12- 15	36	1597	1101	2734
16- 18	49	2675	2220	4944
19-21	56	1636	1457	3149
21-26	39	1041	964	2044
35-55	10	251	338	599
26-35		6	55	61
55+		17	19	36
Total	390	9875	8220	18485



SAWA DOCUMENTED CALLS BY CALL TYPE (AGE)

Call Type	NA	0- 6	06- 12	12- 15	16- 18	19-21	21-26	26-35	35-55	55+	Total
Family Relationships	53	272	245	333	747	469	368	15	103	3	2608
Peer Relationships	27	156	144	258	1019	752	406	27	32	2	2823
physical Abuse	64	284	145	138	346	307	274	21	75	8	1662
Information Requested	612	1219	1292	1740	2958	1992	1320	17	444	26	11620
Abuse and violence	35	245	392	471	749	488	297	34	80	4	2795
Disability	3	41	36	21	36	28	16		25	2	208
Commercial Exploitation	3	10	4	12	22	8	5		1		65
Mental and Physical Health	29	297	259	227	741	539	395	30	70	2	2589
School Related	25	64	208	431	1092	231	55	4	25	2	2137
Substance	2	16	17	23	39	23	18		11	1	150
Legal Matters	2	7		7	15	8	7		7	1	54
Sexual Matters	5	27	9	22	118	67	65	1	10	2	326
Homelessness/Runaway's/Basic Needs	1	11	15	10	43	14	12	3	9	1	119
Armed conflict	1	10	15	9	16	29	8	3	6		97
Discrimination		10	30	29	36	41	26		2	1	175
Total	862	2669	2811	3731	7977	4996	3272	155	900	55	27428

In keeping with our goal of employing new technologies to offer quality social service, in early 2011, Sawa installed a 30-line PRI system which allows queuing of calls and plays a message telling waiting callers that counselors will soon be available. This system reassures callers, and eliminates the need for repeated dialing during busy times.



Male and female counselors are hard at work supporting and documenting cases.

After learning about Sawa's work to protect women and children, Canadian company PC Best decided to donate a free soft phone program that could be easily integrated to open in the same window as the Caller Information Database. This lets counselors focus on the most important aspect of their job—supporting callers.



Call Center counselors are always ready to listen, no matter the question, no matter the topic.

Cases needing treatment or assistance outside the scope of Sawa's intervention were referred to specialized organizations. In the Gaza Strip, where 60% of callers to Sawa reside, Sawa's field social worker conducted case visits and helped Gazan callers to find referral organizations. Two days each week, a medical doctor has been available in the evenings to provide health guidance and to help callers make the link between mental and physical health. His advice and support is in high demand.

A Professional Committee has met weekly to discuss and recommend treatment plans or referrals for challenging cases. Call Center staff always have experienced professionals to turn to when they face cases they cannot address on their own.

Mobile Clinic

The Mobile Clinic Program contributes to two of Sawa's strategic objectives, opening discussion of violence, rights, and sex education issues in hard-to-reach areas, and giving people in these communities the opportunity to access psycho-social support. This program brings our unique outreach and awareness-raising activities, as well as the chance to speak one-on-one with a professional counselor, to different target groups living in marginalized areas, including women, young people, and families.



A clown performance engages children and helps them to relax and de-stress.

Sawa facilitators lead discussions, games, and creative and educational activities. They cooperate with entertainers who use their talents to help communicate our message to young people. Mobile Clinic social workers are available to support individual participants. 2,426 people took part in Mobile Clinic activities in 2011 (181 women, and the rest boys and girls).



Creating modeling clay pictures together is a refreshing opportunity for mothers and young people to cooperate and connect.

The Clinic helped foster open and honest family relationships, prevent domestic, sexual, and gender-based violence, and promote gender equality. Participants became comfortable addressing matters such as sexual development and sexual violence openly within the safe space of the Clinic meetings.



Children play an energizing outdoor game on a sunny day.



Women listen to a presentation by a group member. Participant input is essential to Clinic activities.



Participants meet tamed animals and learn care and respect for living things.

The Mobile Clinic helps children to understand their rights, their duty to respect others' rights, their developing bodies and minds, and healthy, non-violent relationships. It gives them the knowledge and tools to recognize violence in its various forms.



An educational game introduces the changes experienced during the periods of adolescence.

The Clinic introduces concepts essential to children's ability to protect themselves, reach out for help when needed, talk openly about sensitive issues affecting them and their communities, and interact peacefully and responsibly with peers and family.



Children play a cooperative game with a large parachute.

Outreach Education and Professional Training:

School and Community Outreach:

Outreach education workshops in schools and community venues help introduce honest dialogue on sex, gender, violence, and rights, to the groups most often affected by domestic and sexual violence. Outreach helps educate women and children to better protect themselves and find the courage to seek help when necessary, spreading the word about the Call Center. They also contribute to encouraging honest public discussion of violence.



A Sawa facilitator leads an ice-breaking game for a group of women.

Throughout 2011, 2697 boys and girls in schools and centers in the West Bank and Jerusalem took part in workshops, as well as 459 young people in Gaza. Workshops for women were held in the West Bank and Gaza, and four longer-term Women’s Empowerment Groups in West Bank communities. These outreach activities reached a total of 977 women.



Games and group activities with young female students.



Boys relax during a Sawa workshop at their school.

Men and Women—Hand-in-Hand Against Violence

In late 2011 Sawa became a part of an exciting regional project aiming to engage men and boys in the struggle against gender-based violence in the Middle East. This is an opportunity for Sawa to pursue our goal of bringing the issue of violence into the community sphere, through working with a new target group. In 2011, Sawa began the project with an intensive training to prepare men in civil society in the Hebron District to work to change harmful views about violence against women and harmful behaviors among other men in their community.



Young men trainees discuss men's role in ending gender-based violence.

Sawa worked with a consultant to develop education manuals for these civil society workers to use during awareness-raising activities for men in four key institutions—police, judges, religious leaders, and politicians. The coming year will see the formation of a local Hebron Men's Forum for men interested in mobilizing to end VAW, and the launch of the first White Ribbon Campaign in Palestine. Men will pledge to refuse and condemn gender-based violence and wear white ribbons to publicly demonstrate their commitment.



A presentation during the training of trainers for male activists.

Professional Trainings

Sawa staff shared our knowledge and experience with professionals from diverse fields who play different roles in supporting victims of violence. These trainings spark discussion and deepen awareness within key professional sectors, while teaching skills and attitudes which contribute to a more supportive environment for violence victims. A total of 189 professionals benefitted from training, including members of the police Family Protection Units, public prosecutors, UNRWA front-line staff, staff of community-based organizations, and social workers.



Members of the police Family Protection Unit during a training on working with perpetrators of violence.



Participants in a Sawa training course on working with violence victims, offered in cooperation with UNRWA.

Media Awareness:

Sawa's Call Center service was promoted through traditional media such as newspapers and radio broadcasts reaching the West Bank and Gaza. Billboards in Ramallah and throughout Gaza brought Sawa's message to passing motorists. Media promotion lets violence victims know they are not alone, and draws wide community attention to the existence of the problem.



Understanding the great potential of new technologies to help protect violence victims and spread awareness, Sawa also took advantage of new social media, creating a Facebook page for the organization at www.facebook.com/SawaOrganization. Updated versions of Sawa film and cartoon clips illustrating the problem of violence, and presenting the Call Center as a resource for victims, are now available on Youtube.

Hamzat Al-Wasel Training Center, Volunteer Service, and Volunteer Support:

Volunteers are one of Sawa's greatest resources and inspirations. They keep us going and help us, and their society, to develop. We congratulate the 39 male and female volunteers who underwent training for the Call Center and the Outreach Education Program in 2011.

Volunteers take part in lively conceptual training activities, followed by group practical training. They listen to experienced volunteers as they address cases, observe documentation, and talk together about the support techniques used by their experienced colleagues. Practical training means greater readiness and ease in handling cases, and more effective support for callers. Volunteers feel satisfied and enthusiastic about their volunteer work, spreading the word to interested friends and colleagues. A fulfilling volunteer experience therefore contributes to our goal of strengthening the spirit of volunteerism for social change.



Volunteer trainees listen, express themselves, and exchange viewpoints.

Volunteers and staff also took part this year in training on how to offer counseling and support online. To reach more people—especially those who feel too shy to call at first, or who suffer a disability that makes it difficult to use the phone—Sawa promotes e-mail-based counseling as another way to access support. Online counseling requires special attention, and solid comprehension and communication skills, because online counselors cannot rely on vocal cues to assess a person’s emotional state.



Sawa volunteers enjoy a game during a training session.

Those who have trained and volunteered with Sawa not only get the chance to give back to their society and develop their personal capacities. They are also better prepared to find work, with new communication and facilitation skills, an understanding of communications technologies, and a greater feeling of self-confidence. This is why Sawa calls our program Hamzat Al-Wasel (“the link”) because it helps to link theoretical and academic knowledge with practical skills useful in today’s job market.



Volunteer training builds capacities, knowledge, and confidence through games, art activities, and dialogue.

Staff and volunteers attend weekly psychological and professional support meetings with Sawa's Counseling Officer. During these meetings, they discuss challenges and difficult cases they face during their work, and benefit from the support and guidance of the Counseling Officer and their colleagues.

Events, Capacity Building, and Enrichment

As always, Sawa worked hard in 2011 to build the capacities of our human resources and seek out opportunities for knowledge exchange and enrichment, both at home and outside Palestine.

Sawa attended "Advocacy and Child Helplines", a workshop coordinated by the Qatari Organization for the Protection of Women and Children. The workshop focused on social and cultural perspectives, the use of media for advocacy, and networking. Sawa shared our expertise with a day-long presentation for other members of Child Helpline International on the role of advocacy in the work of child helplines. Sawa participated in activities celebrating World Child Helpline Day, which is observed every May 17 by helplines around the globe.

To lay the groundwork for integrating chat-based counseling into our services, Sawa made a knowledge-exchange visit to the offices of another Child Helpline International member in Denmark, who have operated a chat counseling service for many years and have much to teach those who are just beginning to use this innovative method.

Sawa key staff attended a five-day planning retreat, enjoying the change of scenery and preparing for the year to come, using individual project plans as well as Sawa's 2011-13 Strategic Plan as their guide. Throughout the year, all staff members continued to attend internal workshops on planning, monitoring, and budgeting, setting development plans for each member of staff and renewing focus on our goals for the years to come.



Attorney and activist Gunilla Eckberg and Sawa management meet with the Palestinian Interior Ministry

Attorney and feminist activist Gunilla Eckberg, from the Swedish organization Feminism and Human Rights, visited Sawa to offer a workshop for volunteers and staff on the Swedish legal

system's innovative approach to addressing human trafficking and prostitution, prosecuting customers and assisting victims. Ms. Eckberg shared lessons from her extensive experiences with this issue in Sweden, serving as a consultant to the Swedish government and advocating for the rights of trafficking victims and prosecution of customers and traffickers. She and Sawa management met during her visit with the Palestinian Minister of the Interior to discuss human trafficking and violence against women as human rights issues, and the role of government and law in protecting victims.

Sawa served as host for a day-long workshop on Results-Based Management, which was conducted by our long-time supporters Kvinna till Kvinna for the development of their Palestinian partners.



Group activities during a Results-Based Management workshop given by Kvinna till Kvinna.

Maria Appelblom, a member of the Swedish police force and the Kvinna till Kvinna Board of Directors, visited Sawa to give a talk on gender and policing, based upon her work experiences. This talk was attended by Sawa staff and volunteers as well as representatives from other organizations working on women's issues in Palestine.

Annual Conference

Sawa's Annual Conference in December brought the topic of Stockholm Syndrome and its effects on victims of violence to the attention of the Palestinian public. Victims of Stockholm Syndrome may include those who have experienced domestic or sexual violence, prisoners, victims of kidnapping, and people living under military occupation. Experts from Sawa and other local institutions discussed the damage the syndrome does to victims, the recovery process, violence against women and the need to change societal views of women, and the political impact of the syndrome on an occupied population.

The Sawa Annual Conference is an opportunity to highlight little-known topics related to violence, gender issues, and psycho-social health, provoking conversation and spreading new knowledge among the professional and lay communities.



Presenters at Sawa's 2011 Annual Conference raising awareness on the signs, effects, and treatment of Stockholm Syndrome.

Research Report Highlights the Achievements of Sawa's Call Center

A portion of Sawa's Annual Conference was devoted to presenting the basic findings from an analytical report prepared with an external research consultant on the progress, achievements and challenges of Sawa's Call Center from 2009 to mid-2011. This report "Child Protection Helpline Palestine 121—Reality and Challenges", is available in Arabic online at:

http://www.sawa.ps/Upload/Reports/Report_121_Arabic_Reality_and_Challenges113.pdf.

Sawa in the Media

وكالة من الاخبارية

رغم عمرها القصير "سوا" تقدم خدماتها بنجاح كبير

الداخلية ومركز سوا تعقدان ورشة حول ضحايا العنف من النساء والأطفال

وفد من "سوا" يطلع على الوسائل الحديثة في خط الطفل الدنماركي

الايام

جمعية "سوا" تختتم سلسلة ورش ضمن مشروع "العيادة الإرشادية المتنقلة"

أخبار فلسطينية PANET من مجموعة بلديرة

«سوا» وأردا اتصالا 6745 توثق الفلسطيني الطفل حماية لخط

الحياة الجديدة

مؤتمر في رام الله يسلط الضوء على ظاهرة «متلازمة ستوكهولم»

المطالبة بتعزيز خطوط حماية الطفل والتأثير على صانعي القرار

عيادة "سوا" الإرشادية المتنقلة تنظم ورشة عمل في قباطية

الشرق

جمعية "سوا" تحقق إنجازات كبيرة لمكافحة مشكلة العنف ونشر ثقافة السلام والأمان وتوظيفها في خدمة التنمية البشرية والمجتمعية

القدس

Sawa's activities this year have garnered regular media attention. Articles have appeared in local news outlets reporting the activities of Sawa's new Mobile Clinic, the professional trainings held for security forces, and Sawa's participation in the Child Helpline Regional Conference in Qatar. Sawa's Annual Conference was covered by different media, and interviews given by Sawa

management on the importance of the conference and its role in shedding light on new topics related to violence, rights issues, and mental health. Television and radio stations have broadcast interviews with Sawa staff on many different subjects, including sexual violence. Media coverage of Sawa's activities contributes to the spread of awareness on violence against women and children, and encourages people to reach out to Sawa.

Networking

Sawa remains active in a number of local, regional, and international networks, including Child Helpline International, the International Congress on Child Abuse and Neglect, the Palestinian NGO Network, the Palestinian Forum Against Child Abuse, the Child Protection Working Group, Al-Muntada--the Forum for Palestinian Non-Governmental Organizations against Violence against Women, the Palestinian Coalition for a Safe Education and Learning Environment, and Safe Abortions.

Sawa takes part and planning and consultation with government ministries and serves on committees such as the Committee for Protection of women against Violence. Sawa maintains good relationships with the Ministry of the Interior, the Ministry of Social Affairs, the Ministry of Health, the Ministry of Justice, and the Ministry of Women's Affairs (contributing since 2010 to their Cross-Sectoral National Gender Strategy).

What's Next for Sawa?

In the coming years, Sawa will integrate chat counseling with our existing Call Center services. We will develop a secure chat program available through Sawa's website and train volunteers and staff to counsel cases through the medium of chat. Sawa will also work to build a small legal department and strengthen our ability to address cases which have legal dimensions. Legal graduates and professionals will be invited to train and volunteer with Sawa, sharing their own expertise and learning new skills. Both these developments will help Sawa to provide a wider range of services to more and more people who need help.

The Mobile Clinic will expand its services to focus on teens in several East Jerusalem neighborhoods. The Clinic will distribute informational materials on topics relevant to teenagers (sex education, violence, sexual abuse of teenagers, bullying), and hold continuing educational workshops in East Jerusalem schools to spread the word about the Mobile Clinic. The Clinic will provide direct support, on their own "turf", to East Jerusalem youth facing violence or other problems, giving them space to discuss their concerns openly with knowledgeable Sawa staff.



Sawa will in 2012 continue a successful past project, “Let’s Talk!”, which aims which works long-term in different communities to foster ongoing, open, and supportive dialogue between parents and adolescent children. 2012 will also see follow-up meetings reuniting previous participants and volunteers, to assess effectiveness of the project and to ensure sustainable benefits. “Let’s Talk!” is vital to Sawa’s efforts to bring the topic of violence into public discourse, by breaking down the barriers of shame and fear between young people and the adults in their lives.

Sawa will continue our regional partnerships, including through “Men and Women--Hand in Hand against Violence”. We look forward to strengthening our connections outside Palestine, forging further alliances, and seeking other opportunities to spread our influence, share our experiences, and learn from our colleagues elsewhere in the Middle East.

Thank you to our supporters and partners, who helped make 2011 a success for Sawa’s work toward protection of the human rights of Palestinian women and children:

Acting for Life

Oxfam Great Britain

Bread for the World

Save the Children—Sweden

Canadian International Development Agency

Surgir

Drosos

UN Women

Kvinna till Kvinna

UNDP

Open Society Institute

United States Consulate in Jerusalem

